1	IN THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF MARYLAND
2	
3	SAGENT TECHNOLOGY, INC * CIVIL ACTION JFM-02-2505 Plaintiff *
4	vs. Baltimore, Maryland *
5	MICROS SYSTEMS, INC.
. 6	Defendant * January 22, 2003 * * * * *
7	Deposition of SCOTT CALLNIN, a witness of
8	lawful age, taken on behalf of the Plaintiff in the
9	above-entitled cause, pending in the District Court of
10	the United States for the District of Maryland, before
11	Dawn L. Venker, a Notary Public in and for Baltimore
12	County, Maryland, at 7031 Columbia Gateway Drive,
13	Columbia, Maryland 21046, on the 22nd day of January,
14	2003.
15	* * * * *
16	APPEARANCES:
17	SCOTT H. PHILLIPS, Esquire
18	For the Plaintiff
19	MICHAEL H. TOW, Esquire For the Defendant
20	ALSO PRESENT: PETER ROGERS, JR.
21	Reported By: Dawn L. Venker



1 procedures in issuing purchase orders?

- Vaguely.
- Based on your understanding, as narrow as
- 4 it may be, is it your understanding that some sort of
- 5 written price quote is always required to be provided
- 6 to MICROS before a purchase order will be issued by the 7 company?
- A I'm not sure of the "always" definition.
- Q Have you seen the instances in the past
- 10 where the company has issued purchase orders in absence
- 11 of a written price quote? A I have not.
- 13 Q Have you seen instances where the company
- 14 has issued a purchase order when a written price quote 15 has been provided?
- Α

12

- 17 Are you familiar with the approval process 18 to extent that one exists here at MICROS with regards 19 to purchase orders that are ultimately sent out to 20 vendors?
- Somewhat familiar.

Can you think of two people that it may 2 have been?

12

- 3 Ron Kolson, and I'm drawing a blank.
- You are not sure of the time frame when
- 5 Mr. Kolson was the CFO?
- No. 6 Α
- 7 Q He is no longer the CFO?
- 8 No.
- 9 Who is the current CFO? Q
- 10 That's who I am drawing a blank on.
- 11 If it comes to you, just jump in. Is a
- 12 purchase order always a written document that is sent
- 13 to a vendor?
- 14 I'm not certain if it is always written or 15 perhaps some is electronic.
- Q Let's take a hypothetical where there is a 17 written purchase order. Is there any other document 18 that is typically generated in association with that 19 purchase which would reflect that purchase?
- I am not aware of any additional document. 20
- 21 Do you have an understanding as to whether

- Can you describe for me what you know about 2 that approval process? Who's involved? The steps that 3 it goes through? Who ultimately approves? Those sort 4 of things.
- A I believe the threshold is \$500. Anything 6 over that requires a purchase order which has to be 7 approved from buyer's CFO.
- So purchases under \$500 don't require a 9 purchase order?
- 10 That's right.
- And those that are over \$500 require a
- 12 purchase order which must ultimately be approved by the 13 CFO?
- I believe that's correct.
- In the June 2000 time frame, who was the 16 CFO for MICRÓS?
- The date was once again?
- I'll give you a specific date. June 30, 18 Q
- 192000.
- There was a change in that time frame. I'm
- 21 not certain who that was.

- 1 Peter Rogers had authority to issue purchase orders on 2 behalf of MICROS in June 2000?
- A I'm not certain if he had sole ability to 4 issue outright again without various approval.
- Q So going back to what you said earlier, if 6 it was above \$500, and assuming Mr. Rogers was not the 7 CFO at that time, the CFO would ultimately had to
- A I believe that's correct.
- 10 Do you know if Mr. Rogers has ever served
- 11 as CFO of the company?
- A I don't believe he has.
- 13 Q Do you have an understanding as to whether 14 Mr. Rogers could bind MICROS contractually in the June
- 15 2000 time frame?

8 approve that?

- A I am not certain. 16 Q Let me hand you what we'll have marked as
- 18 Exhibit Number 1.

17

- 19 (Callnin Deposition Exhibit Number 1 was 20 marked by the reporter.)
- Q Mr. Callnin, take a minute to look over

4 (Pages 10 to 13)

1 that, and my first question will be to ask if you have 2 seen that before?

- 3 A Okay. I have seen this.
- 4 Q Can you identify it for me?
- 5 A This is a letter that is a purchase order 6 addressed from MICROS to Sagent Technology.
- 7 Q And specifically this constitutes MICROS' 8 purchase order Number 6.30.00 to Sagent, correct?
- 9 MR. TOW: Objection. Are you asking 10 whether he knows whether this is a purchase order, or 11 whether he can read the text of the document?
- MR. PHILLIPS: Let me ask them both.
- 13 Q Let me ask you to take a minute and read 14 the first page of this.
- MR. PHILLIPS: For the record, these two l6 pages bear Sagent's Bates numbers 00032 and 33.
- 17 A As to the first question, I'm not certain I
 18 would only assume that it is officially for this
 19 purchase order number, but it is apparent from reading
 20 the text that I see those numbers 6.30.00 as the

- 1 charge of all of the consulting resources for the east 2 coast for Sagent.
- 3 Q How long had you known Mr. VanVeelen at 4 that point?
- 5 A About a year and a half.
- 6 Q And that was all in the business context or 7 relationship between your two companies?
- 8 A That's correct.
- 9 Q Let me ask you to turn to the second page, 10 which is S33. Have you seen that page before?
- 11 A Yes, I have.
- 12 Q Had you seen it at the time -- as of June 13 30th, 2000?
- 14 A No, I hadn't.
- 15 Q When was the first time you saw page S33?
- 16 A Roughly the October or November following.
- 17 Q Of 2000?
- 18 A That's right.
- 19 Q And in what context did you see that page 20 at that time?
- 21 A The context was for verification that there

15

- 1 Q What is your understanding of what a 2 purchase order is that the company would issue to a 3 vendor?
- 4 A Purchase order would be an agreed upon 5 price and recognition that a transaction is desired to 6 take place between the two companies at that price.
- 7 Q And that transaction might contemplate the 8 purchase of goods and/or services by MICROS from that 9 particular vendor?
- 10 A That's correct.

21 purchase order number.

- 11 Q This document is addressed to a gentleman 12 named Dan VanVeelen at Sagent. Did you have an 13 understanding of who Mr. VanVeelen was as of June 30th, 14 2000?
- 15 A Yes. In the context of my contacts with 16 Dan, not necessarily as to his position or level of 17 authority within the company.
- 18 Q Describe for me, based on that context,19 what your understanding of who Mr. VanVeelen was with20 Sagent?
- 21 A At that time, I believe that Dan was in

- 1 was paperwork still outstanding between MICROS and
- 2 Sagent, and that our finance department was just
- 3 looking for my opinion as to whether this was a correct
- 4 purchase and something outstanding hadn't been
- 5 finalized or hadn't been finished.
- 6 Q Do you remember who specifically from the 7 finance department asked you to look at this?
- 8 A No. No, I don't remember.
- 9 Q And do you recall what you reported back to 10 the finance department upon reviewing it?
- 11 A That this invoice wasn't correct. That we 12 desired a change in the invoice, and that I was working 13 with Dan VanVeelen and Mat Comstock also from Sagent 14 Technology to get this paperwork revised.
- 15 Q I think we will talk a little bit later 16 about the specific revisions, but why don't you go 17 ahead and tell me now what was incorrect about this 18 particular invoice.
- 19 A Specifically the mix of product that was on 20 this invoice. Specifically the WebLink and annual 21 support portions of this.

17

1 rest of the technology and hospitality companies into 2 downward trends. Certainly not as deep as most 3 companies were feeling it, but in the way of some of 4 the financial positions, cash available, and that sort 5 of thing, I don't know what the standing was at that 6 time.

- 7 Was there any discussion about concessions 8 that Sagent might be able to make to make this 9 transaction more attractive to MICROS?
- A There would definitely be fairly deep 11 discounting involved off of their regular retail 12 pricing.
- 13 Anything else along those lines?
- That Sagent would assist us in selling had 15 been the understanding of the relationship going back 16 for a number of years. That we were 50-50 partners on 17 this project, and that they put in their equal time on 18 helping us to sell to various clients as well.
- Q You say that went back a number of years. 20 Was that specifically discussed at this June 6th 21 meeting?

- 1 we'll mark as Number 2, please.
 - (Callnin Deposition Exhibit Number 2 was
- 3 marked by the reporter.)
- MR. PHILLIPS: For the record, Exhibit
- 5 Number 2 reflects MICROS Bates Numbers 5 through 10.

28

29

- Q If you would take a moment to look through 7 that, if you would, sir, MICROS Bates number 5 through
- 8 10.
- Mr. Callnin, feel free to look at all of 10 that. I can tell that most of my questions will be on 11 page 9, but feel free to look at all of it.
- MR. TOW: You should just look at all of it 12 13 to understand what you are looking at.
- Q Ready to proceed? As I said, let me ask 15 you turn to page 9, which I think you have already 16 done. Let me ask you to look at the bottom e-mail 17 there. It's a February 8th, 2001 e-mail from you to 18 Mr. Van Veelen. Do you see that one?
- 19 A Yes.
- Q And I think -- correct me if I'm wrong --20 21 this reflects what we were talking about a little bit

- A Yes. Yes. The idea that Sagent would help 2 to sell the product was discussed.
- Q And tell me who was involved in that 4 conversation and who said what?
- A Primarily that would have been Dan 6 VanVeelen, as he was the main contact as far as the 7 product was concerned, and he would have the feel for 8 what leads they'd have. And he would have an opinion 9 as well that he did put into the conversation about 10 future client activity. The numbers that we might 11 expect to -- projects we might expect to go into as 12 well.
- 13 Q Is it your contention that MICROS has paid 14 to Sagent any portion of the \$136,000 reflected on both 15 the purchase order as well as the price quote provided 16 earlier to MICROS by Sagent?
- MR. TOW: Objection as to form.
- Q Did you understand the question?
- A Yes. I understand, and I do not believe 20 that any portion of this amount has been paid.
- Q Let me hand you the next document which

- 1 earlier with regard to deletion of the maintenance 2 support aspect of the initial invoice as well as the
- 3 reconfiguration of the mix of product. Is that your
- 4 understanding?
- That's right.
- O And if you look at the e-mail above that, 7 which is Mr. VanVeelen's reply to that of that same
- 8 date, it appears that Sagent is amenable to those
- 9 changes. Is that your understanding?
- 10 Α Yes.
- And those changes would in turn reduce the 12 amount of the invoice from the initial 136,000 down to 13 112,000. Is that your understanding?
- 14 That's right.
- 15 Is it your contention that MICROS has paid 16 to Sagent any portion of that 112,000?
- A I do not believe any portion of that has 17 18 been paid.
- Q Let me ask you to take a look at -- it is 19 20 in that same document. If you'd turn to page 6. If 21 you look a little more than halfway down at the close

410-837-3027

1 of that e-mail, you say, "Thanks, Dan. Scott Callnin," 2 and then there is your phone number. Do you see that?

- 3 Yes.
- O If you look to the very paragraph right 5 above that, "And I will honestly push very hard on this 6 end." Do you see that?
- The one just above?
- 8 O Correct.
- Yes.
- 10 That indicates that as of the date of that Q 11 e-mail, which is reflected on the previous page, of 12 October 15th, 2001, you were still trying to get Sagent 13 paid for the \$112,000 invoice. Is that your 14 understanding?
- A Was trying to get the invoices changed and 15 16 for the outstanding accounting issues to be cleared up.
- When you say the invoices changed, tell me 18 what you mean by that.
- Although we had had verbal agreement 20 probably sometime not too long after the initial 21 meeting in June 6th, 2000 about making the changes to

- A few minutes ago you said that in addition 2 to trying to get the invoices changed, you were trying 3 to get some accounting issues cleared up. I think that 4 was your phrase. What do you mean by that?
- A We had several different fronts that had 6 their own separate accounting paperwork generated, and 7 they had been mixed in with one another. Invoices 8 improperly being assigned to one project versus 9 another. Sagent had I think two or three pretty large 10 turnovers in their finance department, and so at least 11 three different times over the year between our 12 meetings with this and about the winter of 2002 I had 13 to go through -- go through every invoice that was ever 14 generated, every payment that was listed from our 15 finance department in regard to the invoices, match 16 them up, and explain to Sagent where some of their
- 17 holes were in their paperwork and accounting. And then 18 get back to our finance department about what should be 19 or shouldn't be issued in the way of payments towards 20 those invoices.
- O When you said some of the holes in the

31

- 1 the software mix, and then we didn't have a formal
- 2 writing of the objectives until February 8th, we did
- 3 not see -- even though there was on that same date
- 4 acceptance of the proposal, we did not see an invoice
- 5 for well over a year that reflected the types of
- 6 changes that we are talking about.
- So you were looking to get from Sagent an 8 invoice which reflected the agreement that you all had 9 reached in terms of reconfiguring the product mix and 10 deleting the maintenance and support aspect?
- 11 Correct.
- 12 And as of February 8th, 2001, MICROS had O 13 not received such an amended invoice?
- We hadn't. 14
- 15 But you mentioned sometime about a year or 0 16 more than a year later you ultimately did.
- Yes, we did. 17
- 18 And do you recall when that was?
- 19 I believe that was about November of 2001. 20 Would have been a few months after that, putting it in
- 21 the winter of 2002.

1 Sagent invoicing or paperwork, am I correct in

2 understanding that those reflected projects that had

3 nothing to do with this particular transaction?

A That's correct. Although some of the

5 transactions or some of the invoices were mistakenly

6 assumed to be transactions from those other projects.

7 At one point, notably the \$24,000 that was an original

8 line item on the original purchase order in question 9 here --

Exhibit Number 1? 10

-- had been assumed -- yes. That's

12 right. -- had been assumed to be annual support for one

13 of our first clients. I indicate in this e-mail of

14 October 15th that it was an incorrect billing.

Q As of October 15th, 2001, was there any

16 other issue, apart from your need for a revised

17 invoice, that reflected the reconfigured product mix 18 and the deletion of the maintenance and support

19 component? Anything other than that that precluded

20 MICROS from paying that \$112,000 to Sagent? Were you

21 looking for anything else?

- 1 A We were looking for some clients to use
 2 those prepurchase licenses against. So, yes, during
 3 that course of time we were e-mailing back and forth
 4 about, you know, do we have any potential leads, what
 5 is the outlook for the next new client. So there was,
 6 yes, that -- if you call it an issue -- there was that
 7 issue intermixed with this as well.
- 8 Q Now, assuming as of February -- I'm
 9 sorry -- October 15, 2001 -- assuming as of that date
 10 Sagent had provided you with an amended invoice which
 11 correctly reflected the new amount and the new product
 12 configuration mix, would Sagent have paid that at that
 13 time? All other things being equal. All other things
 14 being the same as they were as of that date.
- MR. TOW: Objection. You may have 16 misspoken in terms of Sagent paying.
- MR. PHILLIPS: I did. I apologize.
- 18 MR. TOW: I think it was something of a 19 complex question.
- 20 Q You mentioned that there were a couple of 21 things that were going on as of October 15th 2001, some

1 turned it over to the appropriate persons to authorize 2 paying of the invoice.

36

37

- Q Who would that have been at the time?
- 4 A Either Peter Rogers or Peter Rogers in 5 combination with our CFO to approve that.
- 6 Q Is there any e-mail or other writing from
 7 you to anybody at Sagent that indicated that one of the
 8 reasons Sagent wasn't being paid was because of
 9 Sagent's failure to cooperate with MICROS in the joint
 10 effort to identify customers to purchase these
 11 licenses?
- 12 A Could you restate the beginning part of 13 that sentence.
- 14 Q I'm asking you if you can identify for me
 15 any e-mail or other writing that came from you that
 16 went to anyone at Sagent that expressed the notion that
 17 one of the reasons that Sagent wasn't being paid
 18 \$112,000 was because Sagent had failed to cooperate
 19 with MICROS in the joint effort to identify customers
 20 to purchase the license?
- 21 A I'm not aware of anything that I have,

- 1 of which are reflected in your e-mail. One of them was 2 that Sagent had never provided you all with an amended 3 invoice, correct?
- 4 A Correct.
- 5 Q One of the other issues that was going on 6 was that jointly the two companies were looking for 7 customers to purchase these licenses, correct?
- 8 A That's right.
- 9 Q Now, let me ask you to assume as of October 10 15th, 2001 Sagent had provided MICROS with an amended
- 11 invoice which was correct? It correctly reflected the
- 12 terms, but the other -- that other issue, the new
- 13 customer issue, was the same as it was at that time,
- 14 namely you all were jointly looking for other
- 15 customers. Would MICROS have paid Sagent the \$112,000?
- 16 MR. TOW: Objection. Calls for
- 17 speculation. You can answer as best you can.
- 18 A I would at that point say that I was
- 19 satisfied saying that the invoicing was properly done,
- 20 and then I would have given my blessing or my thumbs up
- 21 that the product mix was correct. And then would have

- 1 either with me or that I have seen, that listed any
 2 specific reason why the invoice was not -- was not paid
 3 after the issue of having the correct software listed
 4 on the invoice was resolved.
- 5 Q I mean even before that. You said that was 6 sometime in -- when did you say that was when you got 7 the -- finally got the new invoice?
- 8 A Late 2000 or early 2002.
- 9 Q Even before late 2001, did you find -- are 10 you aware of any correspondence that would indicate 11 that one of the reasons that Sagent wasn't being paid 12 was because of its failure to cooperate with MICROS to 13 identify customers to purchase the licenses?
- 14 A I'm not aware of any documents or notes 15 that I may have on any such statement of that nature.
- 16 Q Did you ever express that sentiment to 17 anyone at Sagent verbally, either in person or on the 18 telephone?
- 19 A Yes. Certainly the idea that no leads had 20 come through was discussed verbally quite a bit. We 21 had -- we would express when we had a possible client

Scott Callnin - 1/22/0

54

1 Q Let me hand you what we are going to mark 2 as Exhibit Number 5 which bears MICROS Bates number 11 3 and 12.

- 4 MR. PHILLIPS: And I will point out,
- 5 Michael, that my copy was poor. We can confirm that
- 6 this is actually another 1 that is the following 7 number.
- 8 MR. TOW: That's fine.
- 9 (Callnin Deposition Exhibit Number 5 was 10 marked by the reporter.)
- 11 A Okay.
- 12 Q Mr. Callnin, this purports to be an e-mail
 13 that Tiffany Nguyen -- N-G-U-Y-E-N -- that Sagent sent
 14 to you on October 18, 2001 in which she attaches a
 15 "revised invoice for the initial sales," and again, let
 16 me ask you if you recall receiving this e-mail and the
 17 attachment?
- 18 A This one, yes. I recall receiving this.
- 19 Q Both pages?
- 20 A Yes.
- 21 Q An did you read it when you received it?

1 A That's the old headquarters of MICROS 2 Systems.

- 3 Q And what is currently housed there?
- 4 A Just the original office building, and I'm
- 5 not sure if we still have a receiving department there
- 6 or not. We may have completely vacated the area.
- What was there as of June 30th, 2000?
- 8 A At that point, there was a receiving area
- 9 there.
- 10 Q And is it your understanding that the 11 software and analytical calculator that Sagent shipped 12 to MICROS was actually delivered to that address as 13 opposed to this address?
- 14 A That might be accurate. I'm not certain, 15 but that would be about right.
- 16 Q Let me ask you. I think it might be17 reflected on Exhibit Number 1. Does that refresh your18 recollection in responding to that previous question?
- 19 A Yes. It appears that they have that as 20 their ship to address. So it was likely the location 21 where their software arrived.

55

- 1 A Yes.
- 2 Q Does the second page, which is page 12, is 3 that the corrected invoice that you were referring to 4 earlier that you said arrived sometime in late 2001?
- 5 A Yes. There is the corrected invoice.
- 6 Q Let me shift gears a little bit and ask you
 7 about the answers to interrogatories that MICROS has
 8 provided in this case. Did you have any role in
 9 preparing those answers to interrogatories? Let me
 10 first ask you whether you have ever seen them?
- 11 A I've seen them within the last couple of 12 weeks.
- 13 Q And that probably answers my next question. 14 Did you have any role in preparing them?
- 15 A No.
- 16 Q Were you asked to review them, once they 17 had been completed, for accuracy or completeness?
- 18 A No.
- 19 Q There is a reference in the answers to 20 interrogatories to an address at Beltsville, 12000
- 21 Baltimore Avenue. Can you tell me what is there?

1 Q And it's not your contention, is it,

2 Mr. Callnin, that Sagent failed to deliver either

3 that -- the software or analytical calculator that is

- 4 reflected and contemplated in Exhibit Number 1, is it?
- 5 A No.
- 6 Q Do you have an understanding of who would 7 have re -- who physically would have received the 8 software from Sagent at the Beltsville address as of 9 the June, July 2000 time frame?
- 10 A I don't know.
- 11 Q You mentioned a receiving department 12 earlier; is that correct?
- 13 A Uh-huh.
- 14 Q That was there at the time?
- 15 A Yes
- 16 Q How many people worked in that department?
- 17 A I don't know.
- 18 Q Do you know who the head of it was back in 19 the June, July 2000 time frame?
- 20 A No.
- O Do you know the names of any of the people

57

1 who worked in the receiving department during that time 2 frame?

- 3 A No.
- 4 O Did you ever personally see the software 5 that Sagent delivered to MICROS?
- Α Yes.
- When did you see it? 7 O
- I can't recall even very closely when it 9 did arrive. It was, as best I can recall, sometime in 10 the fall of 2000.
- Q And at that time was your office in 12 Beltsville?
- A I believe we moved -- two years ago, no. 14 Three years ago. Yes, I believe. No. I believe we 15 were here in this location. Fall of 2000 we were here 16 at this location.
- Q Were you physically here when you saw the 18 software for the first time?
- A Yes.
- 20 Q Can you describe for me what it looked
- 21 like? Was it open? Was it in packaging?

1 been multiple.

I think you said that the disk, or disks 3 were shrink wrapped at that time, right?

60

61

- O And you took them out of not the shrink 6 wrap, but the mailing package?
- Correct.
- And put them on a shelf in your office? 8 Q
- 9 That's right.
- 10 Did you or anyone else at your direction
- 11 make copies of either the disk or disks that were 12 contained therein?
- Α No. They were never removed from the 14 shrink wrap.
- 15 Q How long did they stay on the shelf in your 16 office?
- 17 Probably about fourteen months. Again, I 18 don't have a good recollection of exactly when I 19 received them or when I turned them over.
- And to whom did you turn them over 21 ultimately?

59

- It was delivered actually to me in my
- 2 office. I opened the mailing box, and the software
- 3 manuals and disks were shrink wrapped, and I put that
- 4 on my shelf in my office.
- Q So it was initially delivered to MICROS,
- 6 Beltsville, correct?
- A That's right.
- And then there is some sort of internal
- 9 delivery procedure within the company whereby it made 10 its way from Beltsville to Columbia?
- 11 Correct.
- 12 You mentioned multiple disks. How many
- 13 were there?
- A I don't recall. It may have been one
- 15 because I knew it's their practice to put all the
- 16 various software on one disk and just provide a
- 17 different key for what they wanted to unlock on the
- 18 disk. Though there may have been documentation disks
- 19 or tutorial discs as well, or perhaps portions of what

GORE BROTHERS Reporting & Video Co., Inc.

- 20 was delivered might have been on a second disk. I
- 21 can't remember. It might have been one. It might have

- To Michael Tow.
 - And that was approximately fourteen months 3 after they arrived in your office in the fall -- did 4 you say the fall of 2000? Yeah.
 - That would be about right.
 - Q Did you turn all of that material over to
 - 7 Mr. Tow at one time?
 - Yes. That's right.
- Did he return to you some months later and 10 retrieve from you additional materials provided by 11 Sagent?
- 12 . Α I don't recall if he did.
- Do you have an understanding of what
- 14 Mr. Tow did with the materials he retrieved from you?
- I believe he returned them to Sagent. 15
- Do you have an understanding as to why? 16 Q
- I believe that was to show them -- to 17
- 18 return it in the form it came. Was to show them that 19 we hadn't ever used the software.
- 20 But I mean why was it returned at all?
- At the time that it was asked from me and I 21

16 (Pages 58 to 61)

410-837-3027